

Community Update – Summer/Fall 2004
from the
Board of Trustees
Moccasin Bend Mental Health Institute
Chattanooga, Tennessee



Published by the MBMHI Board of Trustees to inform our community about programs, services, and recent happenings at Moccasin Bend Mental Health Institute.

MBMHI's MEDICARE AND LICENSURE SURVEYS

Moccasin Bend Mental Health Institute successfully completed the Medicare Survey and met both Conditions of Participation for Staffing and Medical Records Documentation.

We also successfully passed Licensure with some minor deficiencies, which were corrected immediately.

CHIEF EXECUTIVE OFFICER COMMENTS

Well, our long days of preparation have paid off with another successful Joint Commission survey; held on October 27, 28 and 29th. These surveys are very helpful in that the findings help us improve care and overall operations. The verbal feedback from the surveyors reinforces what we already know...we have great staff! As a result of the survey we will be focusing on ways of improving the operation of our "off hours" pharmacy; and "drilling down" further in regards to staffing effectiveness. All of these activities will serve to move us ever closer to the "Center of Excellence."

Of course the most telling "findings" come from our daily satisfaction surveys of patients and their families. We are encouraged by the overwhelmingly positive responses we receive.

Finally, I now have confidence when I say "The renovations will begin soon." The first phase will begin at the end of November. Needless to say, we are all excited about having a new facility."

As the year ends, I want to thank all who have helped us to fulfill our Mission and take those necessary steps toward Excellence.

Bill Ventress, Chief Executive Officer

MBMHI's ANNUAL HOLIDAY STAFF PARTY

The Annual Holiday Staff Party will be held on December 8th from 2:00 PM to 4:00 PM in the Gymnasium. Chief Officer William L. Ventress and Human Resources Director Cynthia Honeycutt will present the "2004 Employee of the Year" award, "2004 Leadership Excellence Award," "2004 Chief Executive Officers Award."

SPOTLIGHT ON MBMHI's SECURITY DEPARTMENT

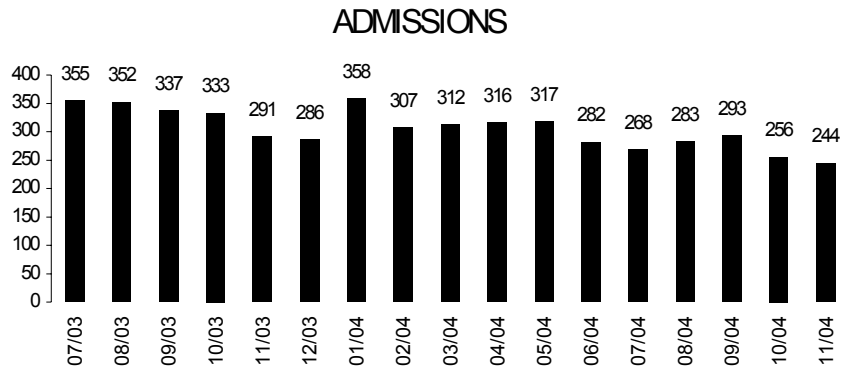
The Security Department is responsible for the overall security of the facility, including but not limited to the staff, patients, visitors, facilities, equipment and supplies. Security coverage is required on a 24-hour basis, seven days a week. The Security Department is a multi-function department whose responsibilities include:

- Assisting in the admissions process.
- Transporting staff in emergency situations.
- Transporting after hours medication and confidential or emergency materials.
- Checking and securing external/internal doors.
- Escorting emergency vehicles to designated areas.
- Enforcing traffic policies, monitor roadways, direct parking, ensure authorized access to campus and buildings.
- Coordinating searches for missing patients, and assisting nursing staff in code situations.
- Providing information to visitors as well as directions.
- Monitoring and assist movement of patients.
- Conducting searches of building for contraband, and disposing of contraband according to institute policy.
- Monitoring and assisting with building systems emergencies.
- Investigating accidents, theft and other complaints.
- Surveillance of staff, visitors and equipment on state property.

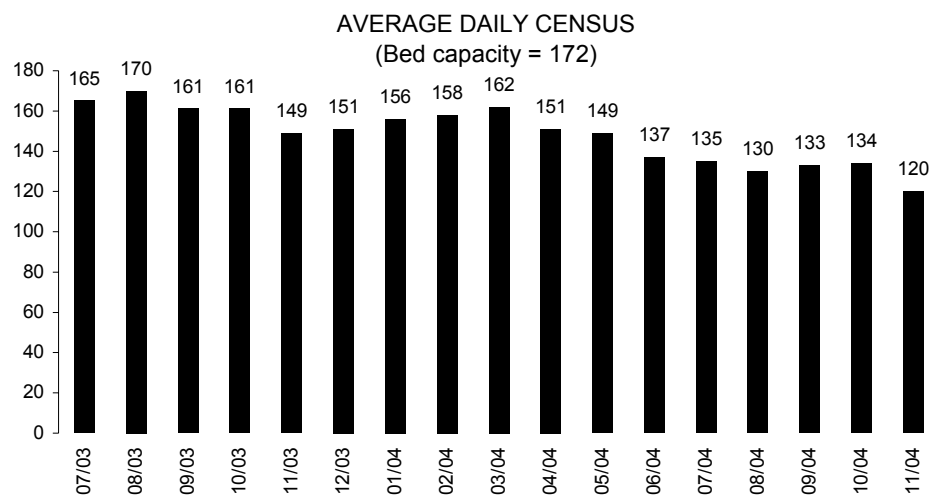


INSTITUTE ADMISSIONS and AVERAGE DAILY CENSUS

The following graphs illustrate Moccasin Bend's admissions and average daily census for each month of fiscal year 2003-2004 and 2004-2005. We continue to have high numbers of admissions.



The average daily census was lower than for the previous year. Average length of stay for fiscal year 2003-2004 and 2004-2005 remains at 10 days for the Acute Care Program.



**Message to all Board of Trustee Members.
If you have an e-mail address please forward to:**

Mary.Robinson@state.tn.us



Thank you.



The Tennessee Department of Mental Health and Developmental Disabilities is committed to principles of equal opportunity, equal access and affirmative action. Contact the Department's EEO/AA Coordinator at (615) 532-6580, the Title VI Coordinator at (615) 253-6748 and the ADA Coordinator at (615) 532-6700. For persons with hearing impairments call (615) 532-6612.

Moccasin Bend Mental Health Institute, Auth. No. 339450, 800 copies for entire year, December 2004. This public document was promulgated at a cost of \$.48 per copy.

**MOCCASIN BEND
MENTAL HEALTH INSTITUTE
100 Moccasin Bend Road
Chattanooga, Tennessee 37405**

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